**FCT1500 – The Orchid Fixed Cellular Terminal with full call divert.**
**User Guide**

*The Gateway to cost savings – A Fixed Cellular terminal with Full Call Divert - getting the most from your SIM Card's free minutes and mobile to mobile call packages.*

# Index


| | Page |
|---|---|
| Features | 3 |
| Contents | 3 |
| Installation | 4 |
| SIM Card Installation | 4 |
| Connecting the Aerial | 4 |
| Connecting the Power Supply | 4 |
| Connecting the Telephone Cables | 5 |
| Directly to your PSTN / Telephone Line & Why | 5 |
| To an Extension Socket of a PBX System & Why | 5 |
| To a Line Socket of a PBX System & Why | 5 |
| Diverting Calls | 6 |
| Divert On & Divert Delay Programming | 6 |
| Programming the Divert Number | 6 |
| Divert Off | 6 |
| Manually Diverting Calls | 6 |
| Automatically Diverting Calls | 7 |
| Three – Way Calling | 7 |
| Calling in to the FCT1500 | 7 |
| Call Type Set Up | 7 |
| Routing Calls over the FCT1500 or Land Line (PSTN) | 7 |
| European Recommendations | 8 |
| UK Recommendations | 8 |
| Help Section | 9 |
| Where do I get a SIM card from? | 9 |
| Reset to Factory Default | 9 |
| Customer Services | 9 |

## Features

- The Orchid FCT1500 can accommodate 2 numbers: one for your Mobile SIM card and one for your landline (PSTN) number.
- Divert Delay programmable from 1 – 60 seconds
- Rechargeable Battery Back-up in case of mains power failure
- Call Type Select – Programmable for certain call types to go over the SIM or land line.
- Easy to install – “Plug and Play”
- Caller ID Compatible
- Can be connected direct to the phone line, or a PBX system’s line socket or extension socket.
- LEDS to indicate signal strength.
- 3m Aerial Supplied
- One SIM Card capacity (not supplied)
- Dual Band 850/900 and 1800/1900 MHz.
- AC Power supply and UK connector leads supplied
- Dimensions: 21 x 15 x 5.5cm
- CE & RoHs Approved.

## Contents

| Item | Quantity |
|---|---|
| Single-channel GSM Fixed Wireless Terminal | 1 |
| Antenna/Aerial with 3M lead | 1 |
| Short RJ11 to BT Socket Adaptor | 1 |
| Telephone Cable RJ11 to RJ11 | 1 |
| Telephone Cable RJ11 to BT | 1 |
| UK Power Adaptor | 1 |
| User Guide | 1 |

## Installation *NB: The top of the FCT1500 has a protective film which can be removed*

### 1. SIM card installation:

**Caution! Please Install the SIM card before connecting to the power supply and ensure your SIM card is active.**

a). Turn the FCT1500 over so you can see the SIM card holder.

b). Using a fine edge lever open the SIM card housing cover.

c). Slide down the SIM Card holder in the direction of the open arrow and lift.

d). Place your SIM card in the space provided, replace the cover and slide into the locked position.

### 2. Connecting the Antenna/Aerial.

a) Connect the antenna to the back of the FCT1500 by screwing the antenna fixing nut to the gold bolt marked ANT - do not over-tighten.

b) Extend the antenna lead at least 1.50M away from the base and locate the upright antenna close to a window, the base is magnetic and weighted for stability.

### 3. Connecting the Power Supply

Make sure the unit is switched off. Plug the power adaptor into a mains wall socket, and the other end into the “Power” port (PWR) The Power LED indicates that the power is connected but does not mean it is switched on.

Slide the switch at the back of the unit to the ON position.

NB: When first switched on only the Power (PWR) LED will come on. When the unit is ready to use, about 60 seconds later, the antennae LED and Signal intensity LED will be on as well.

The Battery LED will flash until the Battery is fully charged.

## 4. Connecting the Telephone Cables

**4a. To Connect Directly to your PSTN / Telephone Line:**

Using the Black BT Cable (RJ11 to BT) connect the small plug (RJ11) into the PSTN socket on the back of the FCT1500 and the other end, the white larger plug, into your BT wall socket.

Using the short white adaptor plug the small end into phone socket on the back of the FCT1500 and plug your phone into the other end (BT female)

**Why**

When connected to a single line the FCT1500 will divert all calls to the programmed number – see set up instructions below. In this scenario we suggest a 10seconds or more divert delay time.

If you do not want to use the FCT1500 to divert calls, but just for cost saving go to the Call Type set up section where you can program different call types to go over your SIM card eg: Mobile to mobile, Mobile to landline etc..

**4b. To Connect to an Extension Socket of a PBX system:**

Using the white RJ11 to RJ11 cable plug one end into the PSTN socket on the back of the FCT1500 and the other end into an extension socket of your PBX System.

Using the short white adaptor plug the small end into phone socket on the back of the FCT1500 and plug your phone into the other end (BT female). If this adaptor is too short you can get different lengths from your supplier. NB – to use the FCT1500 on an extension you do not need to connect a phone once programmed.

**Why**

When connected to an extension socket of your PBX system anyone in the office can divert an incoming call to the mobile number or landline number programmed into the FCT1500. In this scenario your divert delay time should be set to the minimum 01 seconds.

If you want to divert all calls during out of office hours you would point all calls to the extension with the FCT1500 on – ie, Call Transfer all Calls to Another extension - See your PBX user guide to set this up.

**4c. To connect to a Line Socket of a PBX System.**

Using the Black BT Cable (RJ11 to BT) connect the small plug (RJ11) into the PSTN socket on the back of the FCT1500 and the other end, the white larger plug, into your BT wall socket.

Using the White RJ11 to RJ11 cable plug one end into the Phone Socket of the FCT1500 and the other end into a Line Socket of your PBX System.

**Why**

When connected to a Line socket of a PBX system all extension users will be able to use the free minutes available on the inserted SIM card – they simply select the correct line before making the out-going call.

During out of office hours the FCT1500, when connected to the line socket, can also be used to divert all incoming calls on that line to the programmed number – In this scenario we suggest a 10 - 20 second divert delay to enable staff to intercept the call before the divert starts NB: The divert would only work on the one line.

## Diverting Calls – *Please note this feature is switched off when you receive it*

- At the end of each programming sequence you will hear 2 short beeps to confirm and a short ring back after you hang up

### Divert ON

To activate your FCT1500 Divert Function simply set a divert delay of between 1 and 60 seconds as follows:

1. Enter the Divert Password from the connected phone *** * * 2 8 1 6 7 0 3 1 #** You will hear 2 beeps
2. Then dial ***  #  4 1 #  number of seconds  #** Hang up

   Examples as follows:
   a) To set the divert delay to 1 second : *#41#01# Hang up
   b) To set the divert delay to 60 seconds: *#41#60# Hang up
   c) To set the divert delay to 20 seconds: *#41#20# Hang up

During the Divert delay period the phone will ring and give you time to answer the call before it is diverted.

### FCT1500 Divert Number

To program a number into the FCT1500 for calls to go to:

Enter the divert password: *** * * 2 8 1 6 7 0 3 1 #** You will hear 2 beeps
Then Dial**: *  #  42  #  *Phone Number*  #** Hang up

To Change this number just repeat the above.

### Divert OFF

To switch the divert off enter the divert password: *** * * 2 8 1 6 7 0 3 1 #** You will hear 2 beeps
Then dial *** # 41 # 00 #** Hang up

### Manually Diverting Calls.

When connected to a PBX system's extension socket, the FCT1500 will divert the transferred call to it's programmed number. Please refer to your PBX systems instructions for transferring incoming calls to another extension. We recommend a 01 second divert delay for this set up.
Once transferred to the extension number wait for the FCT1500 to make connection with it's programmed number and announce the caller. During this time the incoming caller will be on hold with your PBX system. If the programmed number does not answer within 25-15 seconds the caller will be back with you.
This time is dictated by the internal call time of your PBX system (ie how long it allows an extension to ring on internal calls). As soon as you hang up the original incoming call is transferred to the diverted number.
If the programmed number is busy the call will be back with you.
If the programmed number has voice mail, even when your caller has left a message, or you have, there may be delay in the FCT1500 resetting, as often voice mail suppliers such as 901 have a 4 minute cycle.

## Automatically Diverting Calls

When connected directly to your phone socket (PSTN/Landline) or a line socket of a PBX system any calls received will be automatically diverted to the programmed number of the FCT1500. We recommend a divert delay of 10 seconds or more to allow time to intercept the call before it is diverted if necessary.

The FCT1500 will continue to call the number until the incoming call hangs up.

## Three- way Calling – *Only possible when connected to a PBX system that allows conference calling.*

The FCT1500 when connected to an extension socket of a PBX system can be used to set up 3 way calls (Conference Calls) between an extension, an incoming or outgoing external number and the FCT1500 programmed number.

Please refer to your PBX system user guide for setting up conference calls.

## Calling into the FCT1500 (Mobile to Mobile call)

This is another cost saving feature of the FCT1500 when connected directly to your telephone line.

If you are away from the office and need to call in, calling from a mobile to landline is expensive, but the FCT1500 makes this a mobile to mobile call.

Using your mobile phone call the FCT1500 SIM card number, the phone connected to it will ring with a different ring pattern alerting the office to a mobile incoming call.

If you want to use this service when the FCT1500 is connected to an extension of a PBX system, the same applies but you will need to make sure a phone is connected to the FCT1500 – see 4b of the installation guide above. To answer the call, lift the handset of the telephone connected to the FCT1500 or use the PBX Systems Call Pick up feature to take the call from any other phone.

## Call Type Set up

## Routing Calls over your FCT1500 or Land Line (PSTN)

The Factory default setting is for numbers starting with 00 (International) and 1 to 9 to go over the PSTN, this makes up 10 default memories in the FCT1500.

All other calls will automatically go over the FCT1500 SIM Card – This will not affect the Divert functionality which over rides all call types. This is for manual dialing only.

If you want any of these call types to go over the FCT1500 SIM Card you need to remove them from the factory default list:

| Command | Memory No | Call Type | Notes of any changes |
|---|---|---|---|
| * # 21 # | 01 * | 1#### | |
| * # 21 # | 02 * | 2#### | |
| * # 21 # | 03 * | 3#### | |
| * # 21 # | 04 * | 4#### | |
| * # 21 # | 05 * | 5#### | |
| * # 21 # | 06 * | 6#### | |
| * # 21 # | 07 * | 7#### | |
| * # 21 # | 08 * | 8#### | |
| * # 21 # | 09 * | 9#### | |
| * # 21 # | 10 * | 00### | |

**NB: For programming:**

1. **Call types must be given 5 digits so 00 become 00### and 6 become 6####**
2. **When entering each # you will hear 2 beeps**
3. **Hang up once programming is complete – your phone will ring once to confirm programming**

To remove any of these simply enter the command, the memory number and ##### using the connected telephone.

You will then have a spare memory location, which you can use for another call type.

**We strongly recommend you make a note of any changes.**

**European Recommendations**

Most users will want to use the FCT1500 to call mobile numbers which in the UK start with 07 and in France 06 These will automatically be routed over the FCT1500 as they are not on the default list.

But in Spain they start with 6, In Italy 3 and in Portugal 9 so they should be removed from the default list as follows:

Spain: * # 21 # 06 * #####

Italy * # 21 # 03 * #####

Portugal * # 21 # 09 * #####

**UK Recommendations**

Local numbers starting 1-9 are automatically dialed over the PSTN and we strongly recommend you keep 9 as a default for emergency calls and 118 numbers etc would be expensive going over the FCT1500, but not all of the other numbers will be used in your area. For example London Local numbers start with 7 or 8.

With this in mind you could use the other memories for routing other national codes or premium rates such as 01, 02, 03, 08 & 09 numbers.

So say you don't have local numbers starting with 2, 3, 4, 5 & 6 – you would remove these from the default list by entering ##### or simply over ride them with ones you do want:

| Command | Memory No | Call Type | Notes of any changes |
|---|---|---|---|
| * # 21 # | 01 * | 1#### | |
| * # 21 # | 02 * | 01### | Replaced |
| * # 21 # | 03 * | 02### | Replaced |
| * # 21 # | 04 * | 03### | Replaced |
| * # 21 # | 05 * | 08### | Replaced |
| * # 21 # | 06 * | 09### | Replaced |
| * # 21 # | 07 * | 7#### | |
| * # 21 # | 08 * | 8#### | |
| * # 21 # | 09 * | 9#### | |
| * # 21 # | 10 * | 00### | |

Now all calls starting with these call type digits will go over your PSTN not the FCT1500.

## Help Section

**Where do I get a SIM card from**? From your current contract supplier or there are many companies at present offering SIM only free minute packages and although Orchid Telecom are not affiliated or linked with any of these suppliers in any way we are happy to recommend the following companies: www.giffgaff.com www.tesco.com

### Reset to Factory default

To restore your FCT1500 to factory default enter *** # 99 # 99 #**